

Franklin Public Library Customer Service Policy

Customer Service is an integral part of Franklin Public Library's service to the community. In support of the library's mission, the Library Board of Trustees has developed this policy.

During interactions with the library staff, customers can expect to:

- ✓ Be acknowledged appropriately
- ✓ Be treated courteously and respectfully
- ✓ Be valued for their input
- ✓ Receive the same high standard of service regardless of age, race, ethnicity, religion, gender, physical limitations, or any other criteria
- ✓ Receive prompt and timely service
- ✓ Have their privacy and confidentiality respected
- ✓ Have open access to library resources and receive basic instruction in their use
- ✓ Receive knowledgeable and professionalism from all staff

The library endorses high standards of customer service and supports it through a plan of staff training, leadership development and opportunities for customer input.

The Library Board of Trustees and the Library Director will participate in the Nebraska Library Commission Certification Programs and complete Continuing Education requirements.

This policy will be discussed and reviewed with all staff regularly. It will be reviewed by the Library Board and revised as needed annually.